

Syllabus

ISE236: Enterprise Desktop Support

Credit Hours: 4

Prerequisites: ISE205, ISE215

Course Description

Students taking this course will obtain the knowledge and skills needed to support Windows 7 client users in client-server enterprise environment. This course is designed to prepare students to sit for Microsoft Certified Information Technology Professional (MCITP) certification examination 70-685 Windows 7 Enterprise Desktop Support Technician.

Instructor Contact Information

Instructor Name	Gerard Arthus
Instructor Email	Garthus801@gmail.com
Instructor Phone	Home – 574-217-8726 Cell 631-335-5250

Course Length

The college evaluates each course in terms of quarter hours of credit. One unit of credit is usually equivalent to a minimum of ten academic instruction hours of lecture and examination, twenty hours of skill development, or thirty hours of externship, or a combination of the three. An academic instructional hour is fifty minutes.

This class will meet for the equivalent of a minimum of 55 instructional hours or as otherwise scheduled by the college and at least in conformance with this minimum and the Syllabus. As specified by the Method of Instruction section of this Outline, the instructor will ensure that the total class sessions presented consist of a minimum of 27.5 direct faculty instruction hours and a maximum of 27.5 appropriate classroom activity hours.

All course offerings require outside preparation time, which is approximately two hours per lecture instructional hour and/or one hour per skill development instructional hour, depending on the background, interest, abilities, and motivation of the individual student.

Course Objectives

By the end of this course, you should be able to:

1. Describe system requirements for Windows 7 and perform an installation of Windows 7
2. Describe the control panel and its use.
3. Describe the administrative tools contained in Windows 7 and how to use them.
4. Describe the Microsoft Management Console and how it is used.
5. Understand and employ a troubleshooting methodology.
6. Identify and resolve network connectivity issues. Troubleshoot IP network connectivity issues and identify and resolve names resolution issues.
7. Understand workgroups and Active Directory. Identify and resolve logon issues. Troubleshoot authentication issues.
8. Identify and resolve wireless connectivity issues. Troubleshoot wireless connection problems.
9. Identify and resolve remote access issues. Troubleshoot VPN client connectivity.
10. Manage devices and device drivers. Identify and resolve hardware failure issues. Troubleshoot hardware devices.
11. Understand and describe the Windows 7 boot process. Troubleshoot and resolve startup issues.
12. Understand NTFS and shared drives and folders. Troubleshoot and resolve file access issues.
13. Identify and resolve new software installation issues.
14. Identify causes of and resolve software failure issues.

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15. Understand Backups.
16. Understand file access auditing.
17. Identify and resolve local and network printer issues.
18. Configure application compatibility. Troubleshoot applications and resolve configuration issues.
19. Troubleshoot performance problems. Identify and resolve performance issues.
20. Identify and resolve Windows Internet Explorer issues.
21. Identify and resolve issues due to malicious software.
22. Identify and resolve encryption issues.
23. Identify and resolve software update issues

Grade-book

A student's performance in this course will be evaluated using a variety of factors listed below. Instructors must use a minimum of three (**homework, tests, and a final exam are required**), and it is recommended that instructors use all five areas in your evaluation.

The exact weight to be given to any particular area is determined by the instructor and will normally fall within the ranges listed below.

Area	Percentage for this Course	Suggested Range
Final Exam	25%	20 – 25%
Tests	30%	20 – 40%
Homework	15%	10 – 15%
Project/Research Paper	20%	20 – 25%
Class Participation	10%	10 – 15%
Total	100%	

Letter Grade	Points	Explanation
A	94-100	Excellent
B	84-93	Above Average
C	74-83	Average
D	64-73	Below Average
F	63 & Below	Failure

Textbook & Instructional Material

70-685 Windows 7 Enterprise Desktop Support Technician, Revised and Expanded 1e with Lab Manual and MOAC Labs Online, Microsoft Official Academic Course, Wiley Publishing, 2012

The instructor might utilize additional instructional materials as provided by the publisher.

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Course Outline

Term: 141

Class Date: <u>Week 1 – 04 December 2013</u> Chapter 1: <i>Introduction to Windows 7</i>	Homework Due Date: <u>At the end of the next week</u>
In Class Activities	Homework
<p><u>Do all of the Knowledge Assessment Questions in chapter 1.</u> <u>Install VMWare Workstation 9 and create 2 virtual machines running Windows 7.</u></p> <p>Install Windows 7 Enterprise on a Workstation in the lab; repeat on several machines.</p> <p><u>Lab 1 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information.</u></p>	<p><u>Read chapter 1 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week.</u></p>
Class Date: <u>Week 2 – 11 December 2013</u> Chapter 2: <i>Resolving IP Connectivity Issues</i>	Homework Due Date: <u>At the end of the next week</u>
In Class Activities	Homework
<p><u>Do all of the Knowledge Assessment Questions in chapter 2.</u></p> <p><u>Lab 2 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	<p><u>Read chapter 2 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week.</u></p>

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Class Date: <u>Week 3 – 18 December 2013</u> Chapter 3: <i>Understanding Work-groups and Active Directory</i>	Homework Due Date: <u>At the end of the next week</u>
In Class Activities	Homework
<u>Do all of the Knowledge Assessment Questions in chapter 3.</u> <u>Lab 3 in the lab manual.</u> <u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u>	<u>Read chapter 3 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week.</u>
Class Date: <u>Week 4 – 01 January 2014</u> Chapter 4: <i>Troubleshooting Mobile Connectivity Problems</i>	Homework Due Date: <u>At the end of the next week</u>
In Class Activities	Homework
<u>Do all of the Knowledge Assessment Questions in chapter 4.</u> <u>Lab 4 in the lab manual.</u> <u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were</u>	<u>Read chapter 4 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u>

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<p><u>explaining the materials to someone who was unfamiliar with the information</u></p>	
<p>Class Date: <u>Week 5 – 08 January 2014</u> Chapter 5: <i>Troubleshooting Hardware Issues</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 5.</u></p> <p><u>Lab 5 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	<p>Homework</p> <p><u>Read chapter 5 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>
<p>Class Date: <u>Week 5 – 15 January 2014</u> Chapter 6: <i>Troubleshooting Start-up Problems</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 6.</u></p> <p><u>Lab 6 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were</u></p>	<p>Homework</p> <p><u>Read chapter 6 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>

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<p><u>explaining the materials to someone who was unfamiliar with the information</u></p>	
<p>Class Date: <u>Week 7 – 22 January 2014</u> Chapter 7: <i>Understanding and Troubleshooting File Access</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 7.</u></p> <p><u>Lab 7 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	<p>Homework</p> <p><u>Read chapter 7 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>
<p>Class Date: <u>Week 7 – 22 January 2014</u> Chapter 8: <i>Troubleshooting Printer Problems</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 8.</u></p> <p><u>Lab 8 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these</u></p>	<p>Homework</p> <p><u>Read chapter 8 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>

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<p><u>assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	
<p>Class Date: <u>Week 8 – 29 January 2014</u> Chapter 9: <i>Dealing with Software Issues</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 9.</u></p> <p><u>Lab 9 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	<p>Homework</p> <p><u>Read chapter 9 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>
<p>Class Date: <u>Week 8 – 29 January 2014</u> Chapter 10: <i>Dealing with Performance Issues</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 10.</u></p> <p><u>Lab 10 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these</u></p>	<p>Homework</p> <p><u>Read chapter 10 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>

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<p><u>assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	
<p>Class Date: <u>Week 9 – 05 February 2014</u> Chapter 11: <i>Troubleshooting Internet Explorer</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 11.</u></p> <p><u>Lab 11 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information</u></p>	<p>Homework</p> <p><u>Read chapter 11 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>
<p>Class Date: <u>Week 9 – 05 February 2014</u> Chapter 12: <i>Resolving Security Issues</i></p>	<p>Homework Due Date: <u>At the end of the next week</u></p>
<p>In Class Activities</p> <p><u>Do all of the Knowledge Assessment Questions in chapter 12.</u></p> <p><u>Lab 12 in the lab manual.</u></p> <p><u>Document and record all work with appropriate screen-shots (Using Greenshot screen-capture software; or the 'Snipping Tool' feature in Windows 7) and clear, concise, and understandable wording. Complete these</u></p>	<p>Homework</p> <p><u>Read chapter 12 in the textbook and all the materials posted on the web-assist site; and do the Discussion Forum posted on Web-Site for this week</u></p>

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assignments in a tutorial type format as if you were explaining the materials to someone who was unfamiliar with the information

This course has an in-class final exam. Final exam date: 12 February 2014

Additional Final Exam Information:

Method of Instruction

Instructional techniques must be appropriate, and at a collegiate level, to the specific goals and objectives cited above. Students and instructors must have a clear understanding of the goals and time requirements of this course, the nature of the course context, and method of evaluation.

This course has two distinct but related instructional phases. The first component constitutes a minimum of 27.5 direct faculty instruction hours. This component is the lecture series and provides instruction in theory, principles or practices of the course. The second component constitutes a maximum of 27.5 appropriate classroom activity hours. This component is the skill development phase of the course and provides students the opportunity to apply knowledge gained in the lecture series. Method of instruction must fulfill the intended learner outcomes and competencies stated in the course goals and objectives and are appropriate to the capabilities of the students. For career oriented courses, the instructor must demonstrate that an effective relationship exists between curricular content and current practices in the field.

Additional Class Notes

Go to <http://www.openeducation.org/moodle> to use the web-assisted site for this course. Quizzes and discussion forums will be completed on-line at this site; and all other assignments will be uploaded there; if you have any questions please contact the instructor.